UNHCR's Digital Gateway

The Digital Gateway is a secure online platform that helps forcibly displaced and stateless people connect with UNHCR. It offers a faster, easier way to access services, check updates, and contact UNHCR.

What Can Users Do Through The Digital Gateway?

CREATE AN ACCOUNT & GET STARTED

- Create an account using their e-mail and phone number,
- Complete their onboarding with personal details and documents,
- Add their family members,
- Request a registration appointment (if unregistered),
- Access their data and services after registration.

MANAGE CONTACT & ADDRESS CHANGES

- Update phone and address changes.

ADD FAMILY MEMBERS

- Provide the personal details of family members such as, documents, photo, and other relevant information,
- Submit request for their registration.

ACCESS & MANAGE DOCUMENTS

- Upload ID documents, when available, as part of their onboarding process,
- Download a summary of their onboarding information,
- Download digital versions of their documents issued by UNHCR,
- Be notified of document expiry and request replacement.

MANAGE APPOINTMENTS

- Request appointments for registration interviews or other services,
- Be notified of appointments scheduled for them by UNHCR,
- View, reschedule, or cancel appointments,
- Get reminders of their appointments through their preferred channel.

STAY INFORMED ABOUT RESETTLEMENT CASES

- Check the status of their resettlement case,
- Receive notifications of updates to their resettlement case,
- Find information about each step of the process.

FILL IN CUSTOM FORMS

- Forcibly displaced people can be asked to fill in forms or surveys—for example, about their needs or how a service worked for them.
- They can see the status if the form, whether pending or submitted.

ASK QUESTIONS, SHARE FEEDBACK OR COMPLAINTS

- Contact UNHCR through the portal, by phone, or through messaging apps,
- Submit questions or complaints and track the responses,
- Give feedback or make a complaint anonymously.
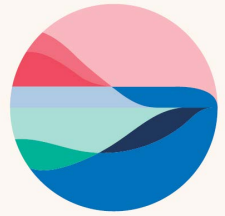
How It Works and Who Can Use It?

ACCOUNT TYPES & FAMILY ACCESS

- Before registration, parent or adult creates one account to onboard themselves and their family.
- After registration, each family member gets their own account ensuring privacy of individual information.
- Both parents manage their children's accounts (below 18), but children can also have an account of their own starting age 15.

A Sudanese refugee interacts with her smartphone as she navigates the Digital Gateway. ©UNHCR/Pedro Costa Gomes.

DELEGATING ACCESS

If someone cannot use the portal , they can delegate it to someone they trust.
- This must be arranged at a UNHCR office.
- The Digital Representative can help manage the account on behalf of that person.
- Delegation can be cancelled at any time.

CONFIGURATIONS BY UNHCR OFFICES

UNHCR offices can adapt the Digital Gateway for their country, including:
- Which services are enabled,
- Which languages are shown,
- Who can create accounts and how (open or by invitation),
- What data is collected during onboarding,
- What notifications are sent,
- Which forms are shown, among others.

For more information, please contact:

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